From: Stephen Best
To: Flock Safety Support
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Eligio Lara; jake.sherman@flocksafety.com; Michael Balcorta; esther.rahman@flocksafety.com
Subject: RE: Download Images as ZIP still not working
Date: Thursday, June 27, 2024 6:14:07 AM

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, June 26, 2024 3:48 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; esther.rahman@flocksafety.com
Subject: RE: Download Images as ZIP still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I am looping in our wonderful Product Manager, Esther, to provide you with an update on our new Search experience.

She will be reaching out shortly with more details.

Thank you again for your patience!

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 6/18/2024, 1:20 PM
To: sbest@cityofsantamaria.org
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Download Images as ZIP still not working

Thank you! I am going to ask our engineers to take a look. I will let you know as soon as I have heard back.

-Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/18/2024, 6:05 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: RE: Download Images as ZIP still not working

....I remembered Mr. Howell mentioned there was a 100 limit on the image download so I changed my search times a bit and got 88 objects.
I used the “Download Images as ZIP” and this time got better results. My zip contained 154 pictures (much better).
FYI

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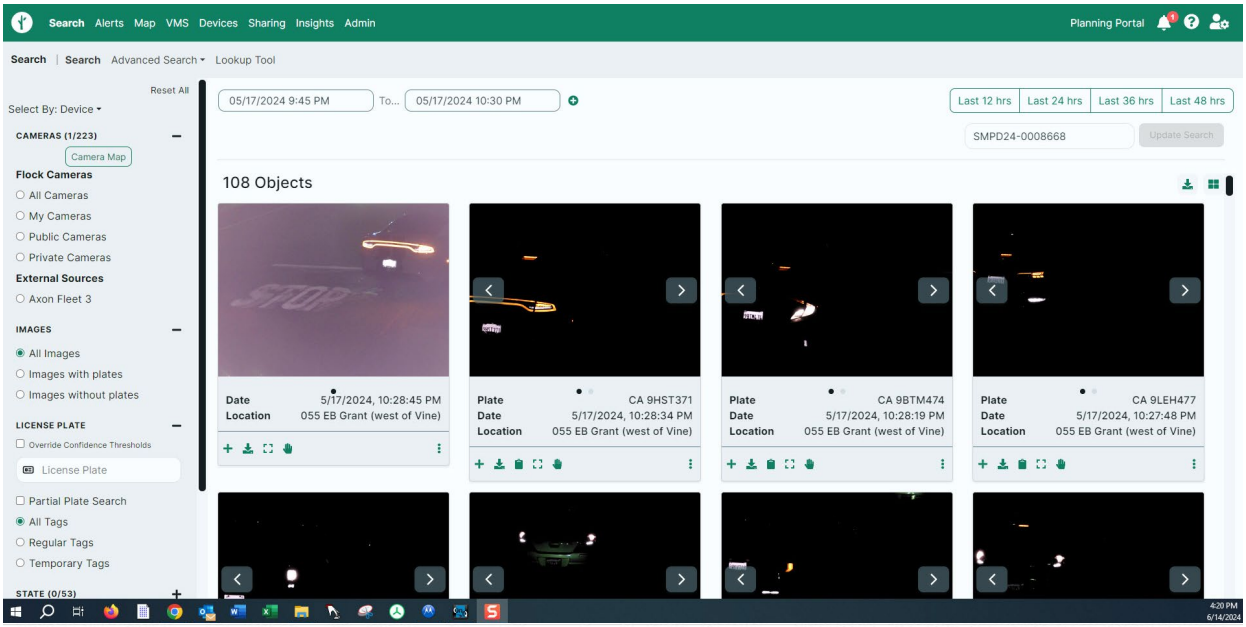
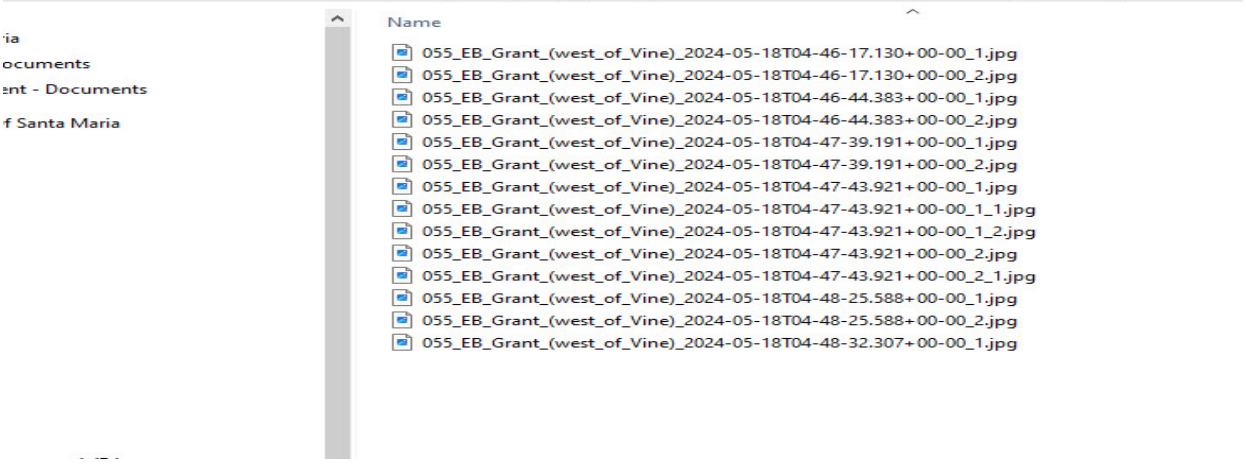
From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, June 14, 2024 4:40 PM
To: Flock Safety <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; Jake Sherman <jake.sherman@flocksafety.com>; brendon.norton@flocksafety.com
Cc: Eligio Lara <elara@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the "Download Images as Zip" was not working properly. Not getting the majority of the images presented in the search results.
I was working with Chris Howell on the problem.
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera "055 EB Grant" for 5/17 2145-2230 Hrs. and got 108 objects.
I downloaded the "Metadata as CSV" and it appears to have 108 entries (Good!) but my "Download Images as a ZIP" resulted in 14 images (epic fail).
I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





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thread::WetUOP5tIna8z42HDN-c5g4::